

# TINOTENDAISHE CALEB MIRONGA



## **CONTACT**

+255763423497

calebmironga@gmail.com

## **SKILLS**

Strong Interpersonal skills

Proficient Computer Skills  
(Excel, MS, Adobe, Belina)

Professional Communication Skills in

English( Reading and Writing)

Counseling and coaching skills

## **EDUCATION**

**Ordinary Level: Passed-** Nyamatikiti High School

**Advanced Level: Passed-** Nyamatikiti High School

**Bachelors of Science Honors in Applied Psychology**

**Degree** Midlands State University

### **Major Courses covered:**

- Communication Skills and Information system
- Psychobiology and Human development
- Industrial Relations and Human Resource Management
- Psychometrics and Statistics Psychology
- Mental health and Psychopathology
- Psychology of counseling and Research methods
- Therapeutic psychology and Cognitive processes
- Forensic and Organizational Psychology

## **PROFESSIONAL PROFILE**

I am a hardworking, disciplined and adaptable candidate and my goal is to perform my duties to the best of my ability, while meeting the vision and expectation of the organization. I am strongly skilled in supporting employees and managers with diverse Human resource needs. I Am proficient with word processing, database and benefits administration software. Focused on keeping systems updated and facilitating positive employee relations. Responsible HR Officer with strong knowledge of office administration and common human resources operations. In-depth understanding of customer service, data entry and file management. Highly skilled in reviewing policies and suggesting actionable improvements aligned with industry best practices. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

## **EXPERIENCE**

### **Psychology Internship at Multichoice Hospital**

(June 2021 – February 2022)

- Performed professional psychological assessments in order to identify and document a patient's current mental state and condition, this was done under supervision.
- Helped facilitate a bereavement counseling session.
- Completed administration work and performed office duties as assigned by supervisors.
- Maintained great patient experience, satisfaction and provided advice and support to patients' family members.
- Counsel clients to help understand and overcome personal ,social and behavioral problems.
- Maintained a high level of patient confidentiality when handling patients records to comply with all federal and company regulations.

## **Capital Control Investments - Human Resources Assistant** (August 2022- March 2023)

- Created and completed personnel action forms for hires, terminations, title changes and terminations.
- Responded to employee inquiries regarding benefits and other HR topics.
- Answered and redirected incoming phone calls for the office.
- Set up orientations and initial training for new employees.
- Processed employee termination paperwork at the direction of supervisory staff.
- Applied mediation and collaboration to successfully resolve employee complaints and grievances.
- Conducted new hire orientation to verify completion of appropriate paperwork, recording information on human resources database.
- Developed and maintained HR policies and procedures.
- Analyzed and reported on employee turnover rates to assess reasons and make recommendations for improvement.
- Tracked various statistics and kept detailed records to support the human resources department.
- Administered compensation, benefits, and performance management systems at the direction of the supervisor.
- Developed and implemented policies and procedures to use for recruitment, employee relations and benefits administration.
- Compiled employee records from individual departments to maintain central files.
- Participated in job fairs to recruit new talent.
- Screened applicant resumes and coordinated both phone and in-person interviews.
- Delivered friendly assistance with new hires throughout the interviewing and hiring process.
- Helped employees register for benefits programs using online portals.
- Aided staff with employee performance review paperwork and documentation.
- Coordinated employee relocation processes, monitored and analyzed employee satisfaction survey results.

## **Accomplishments**

- Collaborated with a team of employers in the development of payrolls for employees.
- Used Microsoft Excel to develop inventory tracking spreadsheets.
- Resolved product issue through consumer testing.
- Achieved my degree by completing experience with accuracy and efficiency.

## **References**

### **Human Resource Manager- Capital Control Investments**

Lovemore Moyana

[lovemorecap2013@gmail.com](mailto:lovemorecap2013@gmail.com)

### **General Manager- Capital Control Investments**

Elvis Mpofu

[marshcap2013@gmail.com](mailto:marshcap2013@gmail.com)

### **Multichoice Hospital (Kwekwe)**

Doctor Alva Sendera

[dramsend@gmail.com](mailto:dramsend@gmail.com)